



METROPOLITAN
TRANSPORTATION
COMMISSION
SERVICE AUTHORITY
FOR FREEWAYS
AND EXPRESSWAYS

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Memorandum

Agenda Item No. 2b

TO: Operations Committee

DATE: July 2, 2010

FR: Executive Director

W.I.: 1231

RE: Contract – Call Box Call Answering Center: CDS Net

Summary

Staff recommends that the Committee enter into a two-year contract with CDS Net for call box call answering services in the amounts not to exceed \$300,000.

Background

Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps to alleviate the call load into 911 by screening call box calls and only transferring those that are appropriate for CHP. The private call answering center also handles calls from 511 Freeway Aid, a program that allows motorists to access call box services from their cell phones.

In anticipation of the current contract's expiration, MTC SAFE released a competitive procurement in May 2010. The procurement sought to engage a contractor to implement a call box call answering center following the protocols and specifications set by MTC SAFE and CHP in addition to handling ongoing operations.

By the closing date, AAMCOM, CDS Net, and Connections, the current contractor submitted proposals. The evaluation panel scored the proposers on three criteria: cost, qualifications, and work plan; cost was 50% of the evaluation score, with qualifications and work plan at 25% each.

Based on the evaluation, CDS Net scored the highest. The firm has numerous years of experience working on various SAFE's call box programs in the State and is currently the backup call box call answering center for MTC SAFE. In addition, the firm only handles calls related to transportation and has call handling experience dealing with roadside emergencies and geographically locating callers. Moreover, the call answering system demonstrated by CDS Net is able to provide various call type reports. Although the firm's set up cost is not the lowest of the three, there is a total cost savings over the two-year contract, because their rate per call for call box calls and 511 Freeway Aid calls is significantly lower.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a two-year contract with CDS Net for \$175,000 in FY 2010-11 and, subject to budget approval, \$125,000 in FY 2011-12 for a two year total of \$300,000, with two options to extend for two additional years, subject to approval by this Committee and approval of future SAFE budgets.

Steve Heminger

SH: SP

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1231
Contractor	CDS Net Los Angeles, CA
Work Project Title	Call Box Call Answering
Purpose of Project:	Implement and operate call box call answering center
Brief Scope of Work:	Set up and operate call answering center with custom screens and call scripts to handle calls from MTC SAFE's call box system
Project Cost Not to Exceed:	\$175,000 in FY 2010-11 and \$125,000 in FY 2011-12 for a two year total of \$300,000 for FY 2010-12
Funding Source:	SAFE
Fiscal Impact:	FY 2010-11 is included in current annual budget; FY 2011-12 is subject to the annual budget approval process.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with CDS Net to set up and operate a call answering center and the Chief Financial Officer is directed to set aside \$175,000 in FY 2010-11 and, subject to budget approval, \$125,000 in FY 2011-12 for a two year total of \$300,000 for such contract.
Operations Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: July 9, 2010